

21st TSC Civilian Sponsorship Guide

The 21st TSC Civilian Sponsorship Program is intended to ensure that all new civilian employees feel welcomed and fully integrated into the 21st TSC family. The 21st TSC Sponsorship program and documents are available online at (www.21tsc.army.mil/CivilianSponsorship.htm) in two formats:

- ◆ The web format, which includes hyperlinks to key resources and is recommended for online reading and browsing.
- ◆ An Acrobat file (.pdf) which includes all of the text, and is recommended for printing.

The philosophy of the sponsorship program is that no one person can be a sponsor alone. This is a team effort, and directors as well as sponsors, are keys to success. Within this program you will find the following information to assist you in being a good Sponsor.

- ◆ A Welcome letter from the 21st TSC Commander
- ◆ Community information
- ◆ Sponsor's Checklist
- ◆ Sample Sponsor Letter

A Note To The Sponsor

Congratulations! You have just been selected to sponsor a new member to the 21st TSC family. You represent the first glimpse this new team member will have of this Command. The impression you make will be a lasting one.

We ask you to do your very best to make this move the smoothest ever for our new team member and use all the resources available to achieve this objective.

BEING A PART OF THE TEAM

OBJECTIVE:

- Ensure newcomers arrive feeling like members of the unit and have a positive first impression.

STRATEGY:

- Provide proactive assistance to newcomers and their families.....Pave the way for a smooth transition

TACTICS:

- Assess the needs of the newcomer and family.....Individualize the service and be responsive to their needs.
- Request assistance from helping agencies within the command and Army community if needed.

TIPS TO “MEETING THE NEED”

Great sponsorship is the key to starting off an assignment. It pays dividends for the entire tour! Here are some pointers about making the newcomer feel like an important part of the team.

* *LISTEN* - many times a newcomer can reduce stress associated with a move by merely talking to someone “already there” who cares.

* *DETERMINE THE NEED AND MEET IT* - sometimes newcomers don’t know what they need, so when they answer “nothing,” be suspect.

* *BE A SPONSOR TO THE ENTIRE INBOUND FAMILY* - ask questions about the newcomer’s family and their background; e.g. what they like to do for hobbies.

* *IF YOU MISS A CALL, ALWAYS CALL BACK* – even if it’s the next day. Tell the newcomer whom to call if you are going TDY or will be otherwise unavailable for a period of time.

* *BE OPEN AND HONEST, BUT STAY POSITIVE* – let the newcomer form their own impressions about the post and local area.

* *IF YOU CAN’T RESPOND TO YOUR NEWCOMER’S NEEDS, GET SOME HELP* – your supervisor, or the Relocation Assistance Staff at the Army Community Service Center (ACS) can help you find the answer you need (489-XXXX). Remember, no one expects you to be a relocation expert.



Welcome Letter from the Commanding General

(Available by request from the Civilian Personnel Advisory Office)

SPONSOR'S CHECKLIST

The needs of each newcomer will be different, so you must find out what those needs are and then respond to them. It is not good enough to just say "let me know what you need".....good sponsorship is proactive! As a minimum, you should accomplish the items in this checklist. Remember, this is part of your job, it's not an additional duty! If you have any comments or suggestions for improving the sponsorship program, or if you encounter any problems while you are a sponsor, contact the Civilian Personnel Advisory office (484-7191) for assistance.

SPONSOR'S LETTER:

- Contact the individual you are sponsoring by mail (or email) within 5 days of your notification of sponsorship. Be sincere and friendly. Make recommendations and keep a positive tone. Put yourself in their place.
- Use a personal tone; write as if you were sending a letter to a friend. Include the following:
 - Congratulate the newcomer on their assignment. Mention you are their primary sponsor until they are settled in (also provide alternate sponsor and phone number.)
 - Tell the newcomer a little about yourself.
 - Ask the newcomer if they are single or married, if family members will accompany them on the assignment.
 - Ask when they plan to arrive and the amount of luggage (an estimate works.)
 - Mention how long you have been stationed here, a little about the unit's mission and their assignment.
 - Let the newcomer know how/where to forward mail.
 - Offer your assistance in arranging for temporary lodging, ask for a copy of orders so you may reserve temporary lodging.
 - Inform newcomer of different power sources (i.e. 220 vs. 110 outlets.)
 - Encourage the newcomer to call, write, or e-mail you.
 - Ask the newcomer if there are any special concerns they may need help with.
 - Offer to send additional information. Make sure you follow through.
 - See sample sponsor letter.

DUTIES BEFORE ARRIVAL:

- Send a personal letter of welcome to the individual and include a pre-arrival packet from ACS. (If there are family members, ask your spouse and children to write the new member's spouse and children.)
- Reply promptly to any requests.

- Obtain date, time, place of arrival, departure place, flight number, and make sure they have phone numbers to the unit, MP station, unit duty officer and your home. Obtain and provide their mail box number (no need for orders to have a box number assigned.)
- Contact the Housing Referral Office regarding housing.
- Make temporary housing arrangements as required. (Pets?)
Inquire about plans for their privately owned vehicle.
- Assist with the telephone information (how to call Germany from U.S., call back services, calling cards.)
- Tell them about in-processing.

DUTIES ON ARRIVAL:

- Meet newcomer. (Frankfurt Airport, DSN: 330-6185, Commercial: 069-690-5130)
 - a) Establish a method of recognition if you're meeting them at the airport or at a crowded location.
 - b) If the newcomer is driving, designate a meeting place and time (send map and detailed directions to the designated meeting place.)
- Remind newcomer of different power sources - don't plug 110 into 220 outlets.
- Assist in immediate needs of the family regarding holding of baggage and household goods.
- Begin initial in-processing (see 21st TSC, Civilian In-processing Checklist.)
- Show the individual/family the installation facilities and local area.
- Be thoughtful and have some snacks available for that first day!

Sample Welcome Letter

Mr. John Doe
Joint Chiefs of Staff
Pentagon
Washington, DC 22555-6633

Dear Mr. Doe,

Congratulations on your selection for duty with the 21st Theater Support Command (TSC), Headquarters, United States Army Europe. You will find this assignment a most challenging and exciting tour of duty. The Kaiserslautern area is quite picturesque and there are numerous things

My name is (Rank/name) and I will act as your sponsor. My office phone is _____. My home address is _____ and my home telephone number is _____. My email address is _____. (I'm married with one child age 12 so I can tell you about our middle school). Please contact me as soon as possible so I can provide you with maximum assistance. Your alternate sponsor is _____. He/she can be reached at _____.

Our local Army Community Service Center has a great website with lots of information. I'd recommend you take a look at it at (www.xxx.xxxx.xxx). The Headquarters 21st TSC website (www.21tsc.army.mil) also has an extensive amount of newcomers information which you may find valuable.

The mission of our staff section is _____. (Briefly explain your mission).

If you want me to get you a Post Office Box just let me know. We can get one within a matter of hours so you can start forwarding your mail. Please contact me so I can plan for your arrival and in-processing. Our notification shows you as (married with one child). As soon as you know your travel plans, please contact me with your details and I'll start making reservations for your temporary housing.

Welcome to the 21st Theater Support Command, "First in Support"!

Sincerely

John Smith,
GS-12
HQ, 21st TSC, G6 Plans Division